

LOUISIANA PUBLIC SERVICE COMMISSION

GENERAL ORDER

Louisiana Public Service Commission, ex parte. Docket No. U-22252 (Subdocket-C) In re: BellSouth Telecommunications, Inc. Service Quality Performance Measurements.

(Decided at the August 19, 1998 Open Session)

On April 30, 1998, BellSouth Telecommunications, Inc. (BST or BellSouth) filed two revisions to its Statement of Generally Available Terms and Conditions (SGAT), including a proposal for Service Quality Performance Measurements (SQPM). At the June 17, 1998 Business and Executive Session, the Louisiana Public Service Commission (LPSC or Commission) adopted on an interim basis the SQPM filed by BellSouth.¹ The Commission further ordered that a rule making proceeding be commenced and completed to determine final SQPM for presentation at the August 19, 1998 Business and Executive Session.²

Louisiana Public Service Commission Staff (Staff) immediately published the opening of the above referenced docket and a request for comments in the next LPSC Bulletin dated June 26, 1998 following the June Business and Executive Session. Staff received comments on July 10, 1998 from e.spire, BST, MCI, Cox and AT&T and Direct Testimony of Melissa L. Closz from Sprint and Venetta Bridges from MCI. Reply comments were received on July 20, 1998 from AT&T, e.spire, Sprint and BST and Reply Testimony of Venetta Bridges with MCI. A technical conference was held on July 23, 1998. Staff requested additional comments on July 28, 1998 from any party with additional information on statistics, penalties and levels of disaggregation. Staff received additional comments from BST, MCI, AT&T and Intermedia Communications. Pursuant to the procedural schedule in the above referenced docket, BST, MCI, AT&T, Sprint, e.spire, and Cox filed reply comments to Staff's initial recommendation on August 10, 1998.

After examining the Parties' comments, reply comments, post-technical conference comments, reply comments to Staff's initial recommendation, and holding a technical conference, Staff issued the attached final recommendation concerning the BST SQPM.

Staff found that the Telecommunications Act of 1996 (the Act) requires that incumbent local exchange carriers (ILEC) provide services and facilities in a nondiscriminatory manner and on a just and reasonable basis.³ Staff further found that these provisions of the Act are designed to hasten the development of competition in local exchange markets by ensuring incumbent carriers do not provide services and facilities in a manner that favor their own retail operations over competing carriers, or in a manner which favors certain competing carriers over others.⁴ More simply, an ILEC must provide services and facilities to competitive local exchange carriers (CLECs) that are at least equal in quality to that provided by the ILEC to itself or to any affiliate, subsidiary, or any other party to which the ILEC provides service.⁵ Finally, Staff found that adequate performance measurements and standards for UNEs and resold services are essential to the immediate development of local competition in the State of Louisiana.

¹ See Louisiana Public Service Commission Order No. U-22252-B, dated July 1, 1998.

² Id.

³ 47 U.S.C. 251(c)(3) and (4).

⁴ *In the Matter of Application by BellSouth Corporation, et al., Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services in Louisiana*, CC Docket No. 97-231 (Rel. Feb. 4, 1998) para. 20,23,33.

⁵ Id.

Staff's final recommendation includes recommendations on performance measurements, levels of disaggregation, including product disaggregation and geographic disaggregation, standards and benchmarks, statistical tests, reporting, auditing and data detail, enforcement, dispute resolution and a procedural schedule.

Staff's recommendation (attached as Exhibit A) is summarized in 12 points as follows: Staff recommended that the Commission (1) adopt the performance measurements attached as exhibit A to this recommendation. The measurements found in Exhibit A are those measurements submitted in BellSouth's proposal which have been modified as indicated in Exhibit A; (2) order the following levels of product disaggregation for provisioning, maintenance and repair performance measurement categories: resale⁶ residential POTS, resale business POTS, resale ISDN, resale Centrex, resale PBX, other resale, unbundled loops 2-wire - w/interim number portability and - w/o interim number portability, unbundled loops all other - w/interim number portability and - w/o interim number portability, unbundled ports, interconnection trunks; (3) order BellSouth to report its performance measurements at the regional, state, and MSA. MSA level reporting is only required where work is actually performed at that level. MSA level of reporting would also apply only to the following categories of performance measurements: provisioning, repair and maintenance, and trunk groups; (4) establish performance benchmarks only where no analogous retail service exist by ordering BellSouth to conduct special studies to establish the benchmark performance level.⁷ Such studies should rely on experiences drawn from BST's operations and be completed by November 30, 1998; (5) that a standard cutover time of five minutes, not to exceed fifteen minutes, be set as the standard for BellSouth to perform a loop cutover, including number portability; (6) order BellSouth to perform the statistical testing that it proposes (statistical process control), the modified z-test endorsed by the CLECs, and the pooled variance test offered by the FCC in its Notice of Proposed Rulemaking, Appendix B⁸ so the competence of each test can be demonstrated over a reasonable period of time; (7) that BellSouth perform its proposed statistical test, the modified z-test endorsed by LCUG, and the FCC's proposed pooled variance test for those performance measurements where a retail analog exists, and where there is not an average computed⁹; (8) that BellSouth collect the data necessary to run all three statistical tests for the following performance measurements which compute an average: Average OSS Response Interval-PreOrder and Ordering, Average Completion Interval-Provisioning, and Maintenance Average Duration.; (9) that reports on performance measurements be provided monthly to the Commission and each requesting CLEC indicating BellSouth's own internal performance, its performance for any BellSouth affiliate, its performance for all CLECs in aggregate, and its performance for the individual CLEC requesting the report and that BellSouth be required to maintain all data and information used in the compilation of the performance measurements and develop any necessary tracking systems; (10) that if a CLEC detects potential discrepancies between the CLEC's internally generated data and the data relied upon by BellSouth in the reporting process, the affected CLEC should be permitted to audit the data collection, computation and reporting processes of BellSouth within fifteen days of a written request, that those costs will be borne by the CLEC, that an annual comprehensive audit of BellSouth's performance performance measurements for both BellSouth and CLECs will occur for each of the next five years, that the audit be conducted by an independent third party, the results of the audit be made available to all parties, that the cost be borne 50% by BellSouth and 50% by the CLECs, that the selection of the independent third party audit be done with input from both BellSouth and the CLECs, that the scope of the audit be jointly determined by BellSouth and the CLECs, that the audit be done on a company-wide basis because small start-up

⁶ All resale measurements should also report for dispatched and non-dispatched service.

⁷ Staff recommends that the commission set benchmarks. However, reasonable benchmarks cannot be set unless BST conducts a special study of its internal operations.

⁸ The addition of the FCC's pooled variance test was done at the suggestion of BellSouth's expert, Bill Stacy, in a telephone conference between Staff and BellSouth on August 10th.

⁹ It appears to Staff that any undue burden placed on BellSouth only relates to measurements where an average is computed. Consequently, running a z-test and pooled variance test on these other measurements does appear to be a burdensome request.

CLECs may not have the resources to conduct audits, monitor performance, and detect discrimination; (11) adopt the recommended procedure for dispute resolution as follows: When a performance dispute arises, the aggrieved party must send written notice of the problem with a request for resolution to BellSouth. Service of the notice and request for resolution commences a fifteen day time period within which resolution of the problem should occur. BellSouth and the CLEC must assemble a Joint Investigative Team comprised of subject matter experts. The team must be co-chaired by a representative of BellSouth and the CLEC. A root-cause analysis must be conducted to determine the source of the problem. From this analysis a plan should be developed to remedy the problem. If the dispute cannot be resolved within 15 days, then either party may file a formal complaint with the Commission through the Division of Administrative Hearings. The ALJ assigned to the complaint should rule within 15 days of its filing. If either party disagrees with the ALJ ruling, the party may then appeal to the Commission; (12) that a detailed telephone Status Conference be held on September 15, 1998 to address scheduling of workshops, timing of studies that need to be undertaken, and further details of the issues that need to be addressed. Also, Staff recommends that a workshop schedule be established as follows: October - address issues of disaggregation and clarification of performance measurements; November - address statistical testing; December - address retail analogs; January - address enforcement and dispute resolution; February - address any remaining issues not resolved or completed in earlier workshops; and March - Staff will issue its Recommendation on issues agreed to by the Parties and any issues that require resolution by the Commission.

This matter was considered at the Commission's Open Session held on August 19, 1998. On motion of Commissioner Owen and seconded by Commissioner Dixon, and adopted by a unanimous vote, the Commission voted to accept the staff recommendation.

IT IS THEREFORE ORDERED THAT:

Staff's recommendation as set forth in Exhibit A, attached, is hereby adopted.

**BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
August 31, 1998**

/S/ DON OWEN
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IRMA MUSE DIXON, VICE-CHAIRMAN
DISTRICT III

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/S/ JAMES M. FIELD
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SECRETARY

/S/ JACK "JAY" A. BLOSSMAN, JR.
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DISTRICT I

Service List
Docket No. U-22252 Subdocket C

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PRE-ORDERING AND ORDERING OSS

Function:	Average Response Interval for Pre-Ordering and Ordering & OSS Interface Availability
Measurement Overview:	As an initial step of establishing service, the customer service agent must establish such basic facts as availability of desired features, likely service delivery intervals, the telephone number to be assigned, product and feature availability, and the validity of the street address. Typically, this type of information is gathered from the supporting OSS's while the customer (or potential customer) is on the telephone with the customer service agent. This information may be gathered via stand-alone pre-order inquiries or as part of the ordering function. Pre-ordering/ordering activities are the first contact that a customer may have with a CLEC. This measure is designed to monitor the time required for the CLEC interface systems to obtain from legacy systems the pre-ordering/ordering information necessary to establish and modify service. This measurement also captures the availability percentages for the BST systems that the CLEC uses during pre-ordering and ordering. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.
Measurement Methodology:	<p>1. Average OSS Response Interval = $\text{Sum}[(\text{Date \& Time of Legacy Response}) - (\text{Date \& Time of Legacy Request})] / (\text{Number of Legacy Requests During the Reporting Period})$</p> <p>The response interval for retrieving pre-order/order information from a given legacy is determined by summing the response times for all requests (contracts) submitted to the legacy during the reporting period and then dividing by the total number of legacy requests for the reporting period. For that day¹. The response interval starts when the client application (LENS for CLECs; RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period that take less than 2.3 seconds and the number that take more than 6 seconds are also captured.</p> <p>Definition: Average response time for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).</p> <p>2. OSS Interface Availability = $(\text{Actual Availability}) / (\text{Scheduled Availability}) \times 100$</p> <p>Definition: Percent of time OSS interface is actually available compared to scheduled availability. Availability percentages for CLEC interface systems and for all legacy systems accessed by them are captured.</p>

¹ Change reflects a clarification. The metric is measured for the reporting period, however, the discussion indicated the number of requests for a day. General Order dated August 31, 1998

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PRE-ORDERING AND ORDERING OSS

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> • Not CLEC specific. • Not product service specific. • Regional Level 	<ul style="list-style-type: none"> • None
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Legacy contract type (per reporting dimension) • Response interval • Regional Scope 	<ul style="list-style-type: none"> • Report Month • Legacy contract type (per reporting dimension) • Response interval • Regional Scope

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAGTEN	Address	x	x	x	x
RSAG	RSAGADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISNET	Feature/Svc	x	x	x	x
OASIS	OASISBSN	Feature/Svc	x	x	x	x
OASIS	OASISCAR	Feature/Svc	x	x	x	x
OASIS	OASISLPC	Feature/Svc	x	x	x	x
OASIS	OASISMTN	Feature/Svc	x	x	x	x
OASIS	OASISOCP	Feature/Svc	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAGTEN	Address	x	x	x	x
RSAG	RSAGADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HALCRIS	CSR	x	x	x	x
COFFI	COFIUSOC	Feature/Svc	x	x	x	x
P/SIMS	PSIMSORB	Feature/Svc	x	x	x	x

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OSS Interface Availability

OSS Interface	% Availability
LENS	X
LEO Mainframe	X
LEO UNIX	X
LESOG	X
EDI	X
HAL	X
BOCRIS	X
ATLAS/COFFI	X
RSAG/DSAP	X
SOCS	X

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ORDERING

Function:	Ordering
Measurement Overview:	When a customer calls their service provider, they expect to get information promptly regarding the progress on their order(s). Likewise, when changes must be made, such as to the expected delivery date, customers expect that they will be immediately notified so that they may modify their own plans. The order status measurements monitor, when compared to applicable BST results, that the CLEC has timely access to order progress information so that the customer may be updated or notified when changes and rescheduling are necessary.
Measurement Methodology:	<p>1. Percent Flow-through Service Requests = Σ (Total Number of <u>valid</u>² Service Requests that flow-through to the BST OSS) / (Total Number of valid Service Requests delivered to BST OSS) X 100.</p> <p>Definition: <u>Percent Flow-through Service Requests</u> measures the percentage of orders submitted electronically that utilize BSTs' OSS without manual (human) intervention.</p> <p>Methodology:</p> <ul style="list-style-type: none"> • Mechanized tracking for flow-through service requests and manual SOER error audit reports (3/31/98). Mechanized tracking for SOER errors and flow-through (4/30/98). • BST mechanized order tracking. <p>2. Percent Rejected Service Requests = Σ (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100.</p> <p>Definition: <u>Percent Rejected Service Requests</u> is the percent of total orders received rejected due to error or omissions.</p> <p>Methodology:</p> <ul style="list-style-type: none"> • Manual tracking for non flow-through service requests • Mechanized tracking for flow-through service requests • BST retail report not applicable. <p>3. Reject Interval = Σ [(Date and Time of Service Request Rejection) - (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period). Requests are provided based on four (4) hour increments within a 24 hour period, along with the percent greater than 24 hours.</p> <p>Definition: <u>Reject Interval</u> is the average reject time from receipt of service order request to distribution of rejection.</p> <p>Methodology:</p> <ul style="list-style-type: none"> • Non-Mechanized Results are based on actual data from all orders. • Mechanized Results are based on actual data for all orders from the OSS. • BST retail report not applicable.

² Change reflects a clarification. The metric did not include the word "valid" in the numerator, however, "valid" was included in the denominator. Likewise, Staff added "total" in the numerator to be consistent with the denominator. General Order dated August 31, 1998

ORDERING

Measurement Methodology:	<p>4. Firm Order Confirmation Timeliness = $\Sigma [(\text{Date and Time of Firm Order Confirmation}) - (\text{Date and Time of Service Request Receipt})] / (\text{Number of Service Requests Confirmed in Reporting Period})$</p> <p>Definition: <u>Interval for Return of a Firm Order Confirmation (FOC Interval)</u> is the average response time from receipt of valid service order request to distribution of order confirmation. Results are provided based on four (4) hour increments within a 24 hour period, along with the percent greater than 24 hours.</p> <p>Methodology:</p> <ul style="list-style-type: none">• Non-Mechanized Results are based on actual data from all orders.• Mechanized Results are based on actual data for all orders from the OSS.• BST retail report not applicable. <p>5. Speed of Answer in Ordering Center = $\Sigma (\text{Total time in seconds to reach LCSC}) / (\text{Total \# of Calls})$ in Reporting Period.</p> <p>Definition: Measures the average time to reach a BST representative. This can be an important measure of adequacy in a manual environment or even in a mechanized environment where CLEC service representatives have a need to speak with their BST peers.</p> <p>Methodology:</p> <ul style="list-style-type: none">• Mechanized tracking through LCSC Automatic Call Distributor.• Mechanized tracking through BST retail center support systems.
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ORDERING

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate BST Aggregate (Where Applicable) State and Regional Level ≤ 10 and ≥ 10 Circuit Categories not available in a pre completion order mode. Resale Res and Bus reporting categories require adherence to OBF standards. "Other" category reflects service requests which do not have service class code populated. Dispatch, No Dispatch ≤ 10 and ≥ 10 Circuit Categories not available in a pre completion order mode. 	<ul style="list-style-type: none"> Firm Order Confirmation Interval: Invalid Service Requests, and orders received outside of normal business hours Percent Flow-through Service Requests: Rejected Service Requests % Rejected Service Requests: Service Requests canceled by the CLEC Supplements on Manual Orders
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> Report Month Interval for FOC Reject Interval Total number of LSRs Total number of Errors Adjusted Error Volume Total number of flow through service requests Adjusted number of flow through service requests State and Region 	<ul style="list-style-type: none"> Report Month Interval for FOC Reject Interval Total number of LSRs Total number of Errors Adjusted Error Volume Total number of flow through service requests Adjusted number of flow through service requests State and Region

Percent Flow-Through Service Requests

	Mechanized LSRs		BST Flow -Through
Local Interconnection Trunks	X	Residence	X
UNE	X	Business	X
Resale - Residence	X		
Resale - Business	X		
Resale - Special	X		
UNE - Loops w/LNP	X		
Other	X		

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Percent Rejected Service Requests

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks	X	X
UNE	X	X
Resale - Residence	X	X
Resale - Business	X	X
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other	X	X

Reject Distribution Interval and Average Interval

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks		
UNE	X	X
Resale - Residence	X	X
Resale - Business	X	X
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other	X	X

Firm Order Confirmation Distribution Interval and Average Interval

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks	X	X
UNE	X	X
Resale - Residence	X	X
Resale - Business	X	X
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other	X	X

Speed of Answer in Ordering Center

	Ave. Answer time (Sec.) / month
LCSC	X
Residence Service Center	X
Business Service Center	X

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PROVISIONING

Function:	Average Completion Interval and Order Completion Interval Distribution
Measurement Overview:	<p>The "average completion interval" measure monitors the time required by BST to deliver integrated and opx. -ble service components requested by the CLEC, regardless of whether resale services or unbundled network elements are employed. When the service delivery interval of BST is measured for comparable services, then conclusions can be drawn regarding whether or not CLECs have a reasonable opportunity to compete for customers. The "order completion interval distribution" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer. In addition, when monitored over time, the "average completion interval" and "percent completed on time" may prove useful in detecting developing capacity issues.</p>
Measurement Methodology:	<p>1. Average Completion Interval = $\Sigma [(\text{Completion Date \& Time}) - (\text{Order Issue Date \& Time})] / (\text{Count of Orders Completed in Reporting Period})$</p> <p>2. Order Completion Interval Distribution = $\Sigma (\text{Service Orders Completed in "X" days}) / (\text{Total Service Orders Completed in Reporting Period}) \times 100$</p> <p>The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from BST receipt of a syntactically correct order from the CLEC to BST's actual order completion date. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed within the reporting period.</p> <p>The distribution of completed orders is determined by first counting, for each specified reporting dimension, the total numbers of orders completed within the reporting interval and the interval between the issue date of each order and the completion date. <i>D&F orders where the CLEC serves as the agent for the end-user are included in this measurement.</i> For each reporting dimension, the resulting count of orders completed for each specified time period following the issue date is divided by the total number of orders completed with the resulting fraction expressed as a percentage.</p> <p>Definition: Average time from issue date of service order to actual order completion date.</p> <p>Methodology:</p> <ul style="list-style-type: none"> • Mechanized metric from ordering system

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PROVISIONING

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate BST Aggregate State, Regional, and MSA³ Level ISDN Orders included in Non Design - GA Only Dispatch/No Dispatch categories are not applicable to trunks. 	<ul style="list-style-type: none"> Canceled Service Orders Initial Order when supplemented by CLEC Order Activity of BST associated with internal or administrative use of local services
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> Report Month CLEC Order Number Order Submission Date Order Submission Time Order Completion Date Order Completion Time Service Type Activity Type State, Region and MSA⁴ 	<ul style="list-style-type: none"> Report Month Average Order Completion Interval Order Completion by Interval Service Type Activity Type State, Region, and MSA⁵

Order Completion Interval Distribution and Average Completion Interval

RESALE RESIDENCE	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
CLEC orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X
BST orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X
No Dispatch								
CLEC orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X
BST orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X

³ MSA was added to reflect Staff's recommendation that geographic disaggregation reflect Metropolitan Statistical Areas.

⁴ Ibid.

⁵ Ibid.

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RESALE BUSINESS	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
CLEC orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X
BST orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits	X	X	X	X	X	X	X	X
No Dispatch								
CLEC orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits								
BST orders								
< 10 circuits	X	X	X	X	X	X	X	X
>= 10 circuits								

Order Completion Interval Distribution and Average Completion Interval

UNE NON DESIGN	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	> 30	Average Completion Interval
Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X
No Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X

UNE DESIGN	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	> 30	Average Completion Interval
Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X
No Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X

UNE LOOPS w/LNP	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
< 5 Circuits	X	X	X	X	X	X	X	X
>= 5 Circuits	X	X	X	X	X	X	X	X
No Dispatch								
< 5 Circuits	X	X	X	X	X	X	X	X
>= 5 Circuits	X	X	X	X	X	X	X	X

	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	>30	Average Completion Interval
LOCAL INTERCONNECTION TRUNKS	X	X	X	X	X	X	X	X

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RESALE DESIGN	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	>30	Average Completion Interval
Dispatch								
CLEC orders								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X
BST orders								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X
No Dispatch								
CLEC orders								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X
BST orders								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X

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Function:	Held Order Interval Distribution and Mean Interval
Measurement Overview:	When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.
Measurement Methodology:	<p>1. Mean Held Order Interval = Σ (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date.</p> <p>This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as "completed" via a valid completion notice and have passed the currently "committed completion date" for the order. <i>Held orders due to end-user reasons are included and identified in this report.</i> For each such order the number of calendar days between the committed completion date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held, if identified. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval.</p> <p>2. Held Order Distribution Intervals</p> <p>(# of Orders Held for \geq 90 days) / (Total # of Orders Pending But Not Completed) X 100.</p> <p>(# of Orders Held for \geq 15 days) / (Total # of Orders Pending But Not Completed) X 100.</p> <p>This "percentage orders held" measure is complementary to the held order interval but is designed to reflect orders continuing in a "non-completed" state for an extended period of time. Computation of this metric utilizes a subset of the data accumulated for the "held order interval" measure. All orders, for which the "held order interval" equals or exceeds 90 or 15 days are counted, unless otherwise noted as an exclusion. The total number of pending and past due orders are counted (as was done for the held order interval) and divided into the count of orders held past 90 or 15 days.</p> <p>Definition: Average time orders continue in a "non-complete" state for an extended period of time.</p> <p>Methodology:</p> <ul style="list-style-type: none"> Mechanized metric from ordering system.

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Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and MSA⁶ Level 	<ul style="list-style-type: none"> • Any order canceled by the CLEC will be excluded from this measurement. • Order Activities of BST associated with internal or administrative use of local services.
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • State Region and MSA⁷ 	<ul style="list-style-type: none"> • Report Month • Average Held Order Interval • Standard Error for the Average Held Order Interval • Service Type • Hold Reason • State Region and MSA⁸

Held Order Interval Distribution and Mean Interval

	% >= 15 Days				% >= 90 Days				Mean Interval
	Facilities	Equip.	Other	End User Reasons	Facilities	Equip.	Other	End User Reasons	
Local Interconnection									
Trunks	X	X	X	X	X	X	X	X	X
UNE Non Design	X	X	X	X	X	X	X	X	X
UNE Design	X	X	X	X	X	X	X	X	X
Resale - Residence	X	X	X	X	X	X	X	X	X
Resale - Business	X	X	X	X	X	X	X	X	X
Resale - Design	X	X	X	X	X	X	X	X	X
UNE - Loops w/LNP	X	X	X	X	X	X	X	X	X
BST Retail Residence	X	X	X	X	X	X	X	X	X
BST Retail Business	X	X	X	X	X	X	X	X	X
BST Retail Design	X	X	X	X	X	X	X	X	X

⁶ Ibid.

⁷ Ibid.

⁸ Ibid.

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Function:	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice.
Measurement Overview:	When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. There is no equivalent BST analog for Average Jeopardy & Percent Orders Given Jeopardy Notices.
Measurement Methodology:	<p>1. Average Jeopardy Interval = $[(\text{Date and Time of Scheduled Due Date on Service Order}) - (\text{Date and Time of Jeopardy Notice})] / [\text{Number of Orders in Jeopardy in Reporting Period}]$.</p> <p>2. Numbers of Orders Given Jeopardy Notices in Reporting Period/Number of Orders in Reporting Period.</p>

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate State, Regional and <u>MSA</u>⁹ Level 	<ul style="list-style-type: none"> Any order canceled by the CLEC will be excluded from this measurement Orders held for CLEC end user reasons
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> Report Month CLEC Order Number Order Submission Date Committed Due Date Service Type 	<ul style="list-style-type: none"> No BST Analog Exists

Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice.

	Average Interval of Prior Notification (Hours)	Percent Orders in Jeopardy
CLEC		
Local Interconnection Trunks	X	X
Resale Residence	X	X
Resale Business	X	X
Resale Design	X	X
UNE Loops with LNP	X	X
UNE	X	X

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⁹ Ibid.

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Function:	Installation Timeliness, Quality & Accuracy
Measurement Overview:	The "percent missed installation appointments" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST. Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
Measurement Methodology:	<p>1. Percent Missed Installation Appointments = Σ (Number of Orders missed in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100</p> <p>Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. <i>Missed Appointments caused by end-user reasons will be included and reported separately.</i></p> <p>Definition: Percent of orders where completion's are not done by due date. See "Exclude Situations" for orders not included in this measurement</p> <p>Methodology:</p> <ul style="list-style-type: none"> Mechanized metric from ordering system <p>2. % Provisioning Troubles within 30 days of Service Order Activity = Σ (Trouble reports on Services installed \leq 30 days following service order(s) completion) / (All Service Orders in a calendar month) X 100</p> <p>Definition: Measures the quality and accuracy of completed orders</p> <p>Methodology:</p> <p>Mechanized metric from ordering and maintenance systems.</p>

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate BST Aggregate State, Regional and MSA¹⁰ Level 	<ul style="list-style-type: none"> CLEC End User Reasons (Jeopardy Notification only) BST End User Reasons (Jeopardy Notification only) Orders canceled by the CLEC Order Activities of BST associated with internal or administrative use of local services.
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> Report Month CLEC Order Number Order Submission Date Order Submission Time Status Type Status Notice Date Status Notice Time Standard Order Activity State Region and MSA¹¹ 	<ul style="list-style-type: none"> Report Month BST Order Number Order Submission Date Order Submission Time Status Type Status Notice Date Status Notice Time Standard Order Activity State Region and MSA¹²

¹⁰ Ibid.

¹¹ Ibid.

¹² Ibid.

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Percent Missed Installation Appointments

	Dispatch				No-Dispatch				Dispatch				No-Dispatch			
	<5 cmts		>=5 cmts		<5 cmts		>=5 cmts		<10 cmts		>=10 cmts		<10 cmts		>=10 cmts	
	CLBOU	INT	CLBOU	INT	CLBOU	INT	CLBOU	INT	CLBOU	INT	CLBOU	INT	CLBOU	INT	CLBOU	INT
Local Interconnection																
Trunks (Total Only)																
- Total																
UNE Non Design									X	X	X	X	X	X	X	X
- Total																
UNE Design									X	X	X	X	X	X	X	X
- Total																
Resale - Residence									X	X	X	X	X	X	X	X
- Total																
Resale - Business									X	X	X	X	X	X	X	X
- Total																
Resale - Design									X	X	X	X	X	X	X	X
- Total																
UNE - Loops w/LNP	X	X	X	X	X	X	X	X								
- Total																

Percent Missed Installation Appointments—End User Caused Missed Appointments

	Dispatch				No-Dispatch				Dispatch				No-Dispatch			
	<5 cmts		>=5 cmts		<5 cmts		>=5 cmts		<10 cmts		>=10 cmts		<10 cmts		>=10 cmts	
	CLBOU	INT	CLBOU	INT	CLBOU	INT	CLBOU	INT	CLBOU	INT	CLBOU	INT	CLBOU	INT	CLBOU	INT
Local Interconnection																
Trunks (Total Only)																
- Total																
UNE Non Design									X	X	X	X	X	X	X	X
- Total																
UNE Design									X	X	X	X	X	X	X	X
- Total																
Resale - Residence									X	X	X	X	X	X	X	X
- Total																
Resale - Business									X	X	X	X	X	X	X	X
- Total																
Resale - Design									X	X	X	X	X	X	X	X
- Total																
UNE - Loops w/LNP	X	X	X	X	X	X	X	X								
- Total																

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Percent Provisioning Troubles within 30 days of Installation

	Dispatch	No-Dispatch	Total Only
Local Interconnection Trunks (CLEC & BST)			X
UNE Non Design	X	X	
UNE Design	X	X	
Resale - Residence	X	X	
Resale - Business	X	X	
Resale - Design	X	X	
UNE - Loops w/LNP	X	X	
BST Retail Residence	X	X	
BST Retail Business	X	X	
BST Retail Design	X	X	

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Function:	Coordinated Customer Conversions
Measurement Overview:	This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement only applies to service orders with and without LNP, with and without INP ¹³ and where the CLEC has requested BST to provide a coordinated cut-over
Measurement Methodology:	1. Average Coordinated Customer Conversion Interval = $[\Sigma ((\text{Completion Date and Time for Cross Connection of an Unbundled Loop with LNP}^{14}) - \text{Disconnection Date and Time of an Unbundled Loop with LNP})] / \text{Total Number of Unbundled Loop Orders with LNP for the reporting period.}$

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • State, Regional and MSA¹⁵ Level 	<ul style="list-style-type: none"> • Any order canceled by the CLEC will be excluded from this measurement. • Delays due to CLEC following disconnection of the unbundled loop • Any order where the CLEC has not requested a coordinated cut over • Unbundled Loops where there is no existing subscriber loop
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type 	<ul style="list-style-type: none"> • No BST Analog Exists

¹³ Change reflects Staff's recommendation that UNEs be disaggregated between those with INP and without INP as well as with and without LNP. This is consistent with the FCC Notice of Proposed Rulemaking, where BellSouth has indicated that the level of product disaggregation is acceptable.

¹⁴ Ibid.

¹⁵ MSA was added to reflect Staff's recommendation that geographic disaggregation reflect Metropolitan Statistical Areas.

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Coordinated Customer Conversions

	Average Interval
UNE Loops without LNP	X
UNE Loops with LNP	X
UNE Loops with INP ¹⁶	X
UNE Loops without INP	X

¹⁶ Change reflects Staff's recommendation that UNEs be disaggregated between those with INP and without INP as well as with and without LNP. This is consistent with the FCC Notice of Proposed Rulemaking 3/1/98. BellSouth has indicated that the level of product disaggregation is acceptable.

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Function:	Average Completion Notice Interval
Measurement Overview:	The receipt of a completion notice by the CLEC from BST informs the carrier that their formal relationship with a customer has begun. This is useful to the CLEC in that it lets them know that they can begin with activities such as billing the customer for service.
Measurement Methodology:	<p>1. $\text{Average Completion Notice Interval} = \frac{\sum[(\text{Date \& Time of Notice of Completion}) - (\text{Date \& Time of Work Completion})]}{(\text{Number of Orders Completed}^{17} \text{ in Reporting Period})}$</p> <p>Definition: The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC. There is no equivalent BST Retail Measurement.</p>

Reporting Dimensions:	Excluded Situations:
• Under Development	• Under Development
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Under Development	• N/A

**Average Completion Notice Interval
Reported Month:**

	Average Interval
CLEC A	
CLEC AGGREGATE	
- Resale Residence	X
- Resale Business	X
- Resale Special	X

¹⁷ Count of Orders would include both completed orders and orders that had a completion notice issued. The 1998 footnote was added for clarification.

MAINTENANCE & REPAIR

Function:	OSS Response Interval
Measurement Overview:	<ul style="list-style-type: none"> This measure is designed to monitor the time required for the CLEC interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. This measure also addresses the availability of the OSS interface for repair and maintenance.
Measurement Methodology:	<p>1. OSS Interface Availability = (Actual Availability)/(Scheduled Availability) X 100</p> <p>Definition: This measure shows the percentage of time the OSS interface is actually available compared to scheduled availability. Availability percentages for the CLEC and BST interface systems and for legacy systems accessed by them are captured.</p> <p>Methodology: Mechanized reports from OSSs.</p> <p>2 OSS Response Interval = Access Times in Increments of Less Than or Equal to 4 Seconds, Greater Than 4 Seconds but Less Than or Equal to 10 Seconds, Less Than or Equal to 10 Seconds, Greater Than 10 Seconds, or Greater Than 30 Seconds.</p> <p>Definition: Response intervals are determined by subtracting the time a request is submitted from the time the response is received. Percentages of requests falling into the categories listed above are reported, along with the actual number of requests falling into those categories. This measure provides a method to compare BST and CLEC response times for accessing the legacy data needed for maintenance & repair functions.</p> <p>Methodology: Mechanized reports from OSSs.</p>

OSS Maintenance and Repair Interface Availability

OSS Interface	% Availability
CLEC TAFI	X
BST TAFI	X
LMOS Host	X
MARCH	X
SOCS	X

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OSS MAINTENANCE AND REPAIR RESPONSE INTERVAL

Transaction Name	Transaction Totals			Average Response Time														
	CLIC	INT BUS	INT RES	≤ 4 Seconds			≥ 4 and ≤ 10 Seconds			≤ 10.0 Sec.			> 10 Sec.			> 30 Sec.		
				CLIC	INT BUS	INT RES	CLIC	INT BUS	INT RES	CLIC	INT RES	INT BUS	CLIC	INT RES	INT BUS	CLIC	INT RES	INT BUS
CRIS																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
DLETH																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
DLR																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
OSPCM																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LMOS																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LMOSupd																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MARCH																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Predictor																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SOCS																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LNP																		
- Count	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
- % of Total	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

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MAINTENANCE AND REPAIR

Function:	Average Answer Time - Repair Centers
Measurement Overview:	<ul style="list-style-type: none"> This measure monitors that BST's handling of support center calls from CLECs are comparable with support center calls by BST's retail customers.
Measurement Methodology:	<p>1. Average Answer Time for BST's Repair Centers = (Total time in seconds for BST's Repair Centers response) / (Total number of calls) by reporting period</p> <p>Definition: This measure demonstrates an average response time for the CLEC to contact a BST representative</p> <p>Methodology: Mechanized report from Repair Centers Automatic Call Distributors.</p>

Average Answer Time - Repair Centers

	Average Answer Time/Month in Seconds			
	Business Repair Center	BST Resale Repair Center	Residence Repair Center	UNE Center
Region Total	X	X	X	X

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Function:	Missed Repair Appointments
Measurement Overview:	When the data for this measure is collected for BST and a CLEC it can be used to compare the percentage of accurate estimates of the time required to complete service repairs for BST and the CLEC.
Measurement Methodology:	<p>2. Percentage of Missed Repair Appointments = (Count of Customer Troubles Not Resolved by the Quoted Resolution Time and Date) / (Count of Customer Trouble Tickets Closed) X 100.</p> <p>Definition: Percent of trouble reports not cleared by date and time committed. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.</p> <p>Methodology: Mechanized metric from maintenance database(s).</p>

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and <u>MSA</u>¹⁸ Level 	<ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request • BST trouble reports associated with internal or administrative service
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and <u>MSA</u>¹⁹ 	<ul style="list-style-type: none"> • Report Month • BST Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and <u>MSA</u>²⁰

¹⁸ MSA was added to reflect Staff's recommendation that geographic disaggregation reflect Metropolitan Statistical Areas.

¹⁹ Ibid.

²⁰ Ibid.

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Missed Repair Appointments

	Total	Dispatch		No-Dispatch	
		CLEC/EU	BST	CLEC/EU	BST
Local Interconnect. Trunks **					
- Total					
Retail - Residence	X	X	X	X	X
- Total		X		X	
Retail - Business	X	X	X	X	X
- Total		X		X	
Retail - Design **					
- Total					
UNE Design **					
- Total					
UNE Non Design	X	X	X	X	X
- Total		X		X	
BST					
Local Interconnection Trunks **					
Retail Residence	X	X		X	
Retail Business	X	X		X	
Retail Design **	X	X		X	

Note**: Customer Trouble Reports related to Interconnection Trunks and Design services are not given appointments, but are handled on a priority first in, first out basis

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MAINTENANCE & REPAIR

Function:	Customer Trouble Report Rate
Measurement Overview:	This measure can be used to establish the frequency (rate) of customer trouble reports and employed to compare CLEC with BST results.
Measurement Methodology:	<p>1. Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in Service at End of the Report Period) X 100. Note: Local Interconnection Trunks are reported only as total troubles.</p> <p>The Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total number of "service access lines" existing for CLECs and BST respectively at the end of the report period.</p> <p>Definition: Initial and repeated customer direct or referred troubles reported within a calendar month (Where cause is not in carrier equipment) per 100 lines/circuits in service.</p> <p>Methodology: Mechanized metric for trouble reports and lines in service.</p>

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and MSA²¹ Level 	<ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request • BST trouble reports associated with administrative service
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and MSA²² 	<ul style="list-style-type: none"> • Report Month • BST Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and MSA²³

²¹ Ibid.

²² Ibid.

²³ Ibid.

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Customer Trouble Report Rate

	Dispatch	No Dispatch	Total
Local Interconnection Trunks	X	X	X
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
BST			
Local Interconnection Trunks	X	X	X
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design	X	X	X
UNE Loop w/LNP		X	X

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MAINTENANCE & REPAIR

Function:	Quality of Repair & Time to Restore
Measurement Overview:	This measure, when collected for both the CLEC and BST and compared, monitors that CLEC maintenance requests are cleared comparably to BST maintenance requests.
Measurement Methodology:	<p>3. Maintenance Average Duration = (Total Duration Time from the Receipt to the Clearing of Trouble Reports) / (Total Troubles)</p> <p>4. Percent Repeat Troubles within 30 Days = (Total Repeated Trouble Reports within 30 Days) / (Total Troubles) X 100</p> <p>5. Out of Service (OOS) > 24 Hours = (Total Troubles OOS > 24 Hours) / (Total OOS Troubles) X 100</p> <p>Definition: For Out of Service Troubles (no dial tone, cannot be called or cannot call out): the percentage of troubles cleared in excess of 24 hours.</p> <p>For Percent Repeat Trouble Reports within 30 Days: Trouble reports on the same line/circuit as a previous trouble report within the last 30 calendar days as a percent of total troubles reported.</p> <p>For Average Duration: Average time from the receipt of a trouble until the trouble is cleared.</p> <p>Methodology: Mechanized metric from maintenance database(s).</p>

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and MSA²⁴ Level 	<ul style="list-style-type: none"> • Trouble reports canceled at the CLEC request • BST trouble reports associated with administrative service
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Total Tickets • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Total Duration Time • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and MSA²⁵ 	<ul style="list-style-type: none"> • Report Month • Total Troubles • Percentage of Customer Troubles Out of Service > 24 Hours • Total and Percent Repeat Trouble Reports with 30 Days • Total Duration Time • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and MSA²⁶

²⁴ Ibid.

²⁵ Ibid.

²⁶ Ibid.

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MAINTENANCE & REPAIR

Maintenance Average Duration

	Dispatch	No Dispatch	Total
Local Interconnection Trunks	X	X	X
Resale Residence	X	X	X
Resale Business	X	X	X
Resale Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
BST			
Local Interconnection Trunks	X	X	X
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design	X	X	X

Percent Repeat Trouble within 30 Days

	Dispatch	No Dispatch	Total
Local Interconnection Trunks	X	X	X
Resale Residence	X	X	X
Resale Business	X	X	X
Resale Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
BST			
Local Interconnection Trunks	X	X	X
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design	X	X	X

Out of Service more than 24 Hours

	Dispatch	No Dispatch	Total
Local Interconnection Trunks	X	X	X
Resale Residence	X	X	X
Resale Business	X	X	X
Resale Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
BST			
Local Interconnection Trunks	X	X	X
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design	X	X	X

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BILLING

Function:	Invoice Accuracy & Timeliness
Measurement Overview:	The accuracy of billing invoices delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists.
Measurement Methodology:	<p>1. Invoice Accuracy = [(Total Local Services Billed Revenues during current month) - (Total Adjustment Revenues during current month) / Total Local Services Billed Revenues during current month] x 100 This measure provides the percentage accuracy of the billing invoices for a CLEC by dividing the difference between the total billed revenue and total adjustment revenues by the total billed revenues during the current month.</p> <p>2. Mean Time to Deliver Invoices = $\Sigma[(\text{Invoice Transmission Date}) - (\text{Date of Scheduled Bill Cycle Close})] / (\text{Count of Invoices Transmitted in Reporting Period})$ This measure provides the mean interval for billing invoices. CRIS-based invoices should be delivered within six (6) workdays, and CABS-based invoices should be delivered within eight (8) calendar days.</p> <p>Objective: Measures the percentage of accuracy and mean interval for timeliness of billing records delivered to CLECs in an agreed upon format.</p>

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate 	<ul style="list-style-type: none"> • Any invoices rejected due to formatting or content errors
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Monthly • Invoice Type <ul style="list-style-type: none"> ■ Resale ■ Unbundled Element Invoices (UNE) 	<ul style="list-style-type: none"> • Report Monthly • Retail Type <ul style="list-style-type: none"> ■ CRIS ■ CABS

Invoice Accuracy
Reported Month:
Invoice Type:

	Total Billed Revenues	Total Adjustment Revenues	% Accuracy
CLEC A	X	X	X
CLEC AGGREGATE	X	X	X
BST AGGREGATE	X	X	X

Invoice Timeliness
Reported Month:

Invoice Type:		
	% CRIS Bills Released (by 6 th Workday)	% CABS Bills Released (By 8 th Workday)
CLEC Specific Region		
CLEC Aggregate Region		
- Resale	X	
- UNE		X
BST Aggregate		
Region	X	X

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BILLING

Function:	Usage Data Delivery Accuracy, Timeliness & Completeness
Measurement Overview:	The accuracy of usage records delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists.
Measurement Methodology:	<p>1. Usage Data Delivery Accuracy = (Total number of usage data packs sent during current month) - (Total number of usage data packs requiring retransmission during current month) / Total number of usage data packs sent during current month</p> <p>This measurement captures the percentage of recorded usage and recorded usage data packets transmitted error free and in an agreed upon format to the appropriate CLEC, as well as a parity measurement against BST Data Packet Transmission.</p> <p>3. Usage Data Delivery Completeness = (Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message(usage record) create date) / (Total number of Recorded usage records delivered during the current month)</p> <p>This measurement provides percentage of recorded usage data (BellSouth recorded and usage recorded by other carriers) processed and transmitted to the CLEC within thirty (30) days of the message (usage record) create date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS.</p> <p>3. Usage Data Delivery Timeliness = (Total number of usage records sent within six(6) calendar days from initial recording/receipt) / (Total number of usage records sent)²⁷ This measurement provides (BellSouth recorded and usage recorded by other carriers) delivered to the appropriate CLEC within six (6) calendar days from initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS.</p> <p>Objective: The purpose of these measurements is to demonstrate the level of quality and timeliness of processing and transmission of both types of usage data (BellSouth recorded and usage recorded before other carriers) to the appropriate CLEC.</p> <p>Methodology: The usage data will be mechanically transmitted to the CLEC data processing center once daily. Timeliness and completeness measures are reported on the same report.</p>

BILLING

Reporting Dimensions:	Excluded Situations:
• CLEC Aggregate	• None

²⁷ The performance report provided by BellSouth shows the percentage of usage records sent within zero, one, two, three, four, five, six, seven, eight, nine, ten to 30, and over 30 days. Therefore, the concerns raised by the CLECs that BellSouth could be providing usage records in less than 6 days to itself and within 6 days for CLECs, but still be in parity, could be detected with the performance measurements reported by BellSouth.

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<ul style="list-style-type: none"> • CLEC Specific • BST Aggregate 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Monthly • Record Type <ul style="list-style-type: none"> ■ CMDS (Centralized Message Delivery System) ■ Non-CMDS 	<ul style="list-style-type: none"> • Report Monthly • Record Type

Usage Data Delivery Accuracy

Reported Month:

Reported Month	Total Data Packs Sent	Total Packs Requiring Retransmission	% Accuracy
CLEC A	X	X	X
CLEC Aggregate	X	X	X
BST Aggregate	X	X	X

Usage Records Timeliness and Completeness

Report Period:

CLEC A			CLEC Aggregate			BST Aggregate		
Days Delay	Total Volume	Cumulative %	Days Delay	Total Volume	Cumulative %	Days Delay	Total Volume	Cumulative %
X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X

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OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)

Function:	Speed to Answer Performance
Measurement Overview:	The speed of answer delivered to CLEC retail customers, when BST provides Operator Services with Toll Assisted Calls or Directory Assistance on behalf of the CLEC, must be substantially the same as the speed of answer that BST delivers to its own retail customers, for equivalent local services. The same facilities and operators are used to handle BST and CLEC customer calls, as well as inbound call queues that will not differentiate between BST & CLEC service.
Measurement Methodology:	<p>1. Average Speed to Answer (Toll) = $\Sigma (\text{Total Call Waiting Seconds}) / (\text{Total Calls Served})$</p> <p>2. Percent Answered within "X" Seconds (Toll) = Derived by converting the Average Speed to Answer (Toll) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than 30 seconds.</p> <p>3. Average Speed to Answer (DA) = $\Sigma (\text{Total Call Waiting Seconds}) / (\text{Total Calls Served})$</p> <p>4. Percent Answered within "X" Seconds (DA) = Derived by converting the Average Speed to Answer (DA) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than 20 seconds.</p> <p>Definition: Measurement of the average time in seconds calls wait before answer by a Toll or DA operator and the percent of Toll or DA calls that are answered in less than a predetermined time frame.</p> <p>Methodology: The Average Speed to Answer for Toll and DA is provided today from monthly system measurement reports, taken from the centralized call routing switches. The "Total Call Waiting Seconds" is a sub-component of this measure, which BellSouth systems calculate by monitoring the total number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "Total Calls Served" is the other sub-component of this measure, which BellSouth systems record as the total number of calls handled by Operator Services Toll or DA centers.</p> <p>The Percent Answered within ten and twelve seconds measurement for Toll and DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within 20/30 seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, # of operators, max queue size and call abandonment rates.</p> <p>Current BellSouth call center switch technology and business operations do not provide mechanized measurements differentiating between human versus machine call answer processing methods.</p>

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OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)

Reporting Dimensions: <ul style="list-style-type: none">• Toll Assistance (Toll) in Aggregate• Directory Assistance (DA) in Aggregate• State	Excluded Situations: <ul style="list-style-type: none">• Calls abandoned by customers prior to answer by the BST Toll or DA operator
Data Retained (On Aggregate Basis): <ul style="list-style-type: none">• Month• Call Type (Toll or DA)• Average Speed of Answer	

Report Formats:

Separate Reports will be produced for Each State in the BellSouth Region:

Operator Services: Toll & Directory Assistance

REPORT: OPERATOR SERVICES TOLL AND DIRECTORY ASSISTANCE

REPORT PERIOD: XX/XX/19XX - XX/XX/19XX

STATE:

	AVERAGE SPEED TO ANSWER (SECONDS)	% ANSWERED WITHIN "X" SECONDS
TOLL ASSISTANCE	X	% within 30 seconds
DIRECTORY ASSISTANCE	X	% within 20 seconds

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E911

Function:	Timeliness and Accuracy
Business Implications:	<ul style="list-style-type: none"> • BellSouth's goal is to maintain 100% accuracy in the E911 database for all its CLEC resale and retail customers by correctly processing all orders for E911 database updates. The 911 database update process ensures that the CLEC's updates are handled in parity with BST's updates. BST uses Network Data Transfer (NDM) to transmit both CLEC resale and BST retail E911 updates to SCC (third party E911 database vendor) once per day for the entire region. No processing distinctions are made between CLEC records and BST records. These updates are processed within 24 hours. • CLECs ordering unbundled switching and facility-based CLEC E911 providers are responsible for the accuracy of their data that is input into the E911 database. Facilities-based CLEC record updates are transmitted by the CLEC directly to SCC without any BST involvement. • When BST retail or resale records experience errors in SCC's system, the errors are not returned to BST for correction. Instead, SCC handles and corrects all errors within 24 hours for both CLEC resale records and BST retail records. • BellSouth through its E911 third party vendor provides accuracy and timeliness measurements for BST and its CLEC resale customers. In addition, BellSouth through its E911 third party vendor provides an accuracy and timeliness report for CLECs ordering unbundled switching and facilities-based CLECs.
Measurement Methodology:	<p>1. $E911 \text{ Timeliness} = \frac{\Sigma (\text{Number of Confirmed Orders}) - (\text{Number of Orders missed in Reporting Period})}{(\text{Number of Orders Confirmed in Reporting Period})} \times 100$</p> <p>Definition: Measures the percentage of E911 database updates within a 24-hour period.</p> <p>Methodology: Mechanized metric from ordering system</p> <p>2. $E911 \text{ Accuracy} = \frac{\Sigma (\text{Total number of SOIR orders for E911 updates}) - (\text{Total number of Service Order Interface Records (SOIRs) with errors generated from Daily TN activity (based on the E911 Local Exchange Carrier Guide for Facility-Based Providers)})}{(\text{Total number of SOIR orders for E911 updates})} \times 100$</p> <p>Definition: Measures the percentage of accurate 911 database updates</p> <p>Methodology: Mechanized metric from ordering system</p>

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E911

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> • BST Aggregate (Includes CLEC resale customers) • State and Regional Level 	<ul style="list-style-type: none"> • Any order canceled by the CLEC. • Order Activities of BST associated with internal or administrative use of local services
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Error Type • Error Notice Date • Error Notice Time • Standard Order Activity • State and Region 	<ul style="list-style-type: none"> • Report Month • Error Type • Average number of error • Standard Order Activity • State and Region

E911 Timeliness

	E911 Timeliness % within 24 Hours
CLEC A	X
CLEC AGGREGATE	X
BST AGGREGATE	X

E911 Accuracy

	E911 Accuracy %
CLEC A	X
CLEC AGGREGATE	X
BST AGGREGATE	X

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TRUNK GROUP PERFORMANCE

Function:	Interconnection Trunk Performance
Measurement Overview:	In order to ensure quality service to the CLECs as well as protect the integrity of the BST network, BST collects traffic performance data on the trunk groups interconnected with the CLECs as well as all other trunk groups in the BST network.
Measurement Methodology:	<p>1. Comparative Trunk Group Service Summary. Provides comparative measurements of the trunk groups which exceed the blocking threshold during their busy hours, as well as the total number of trunk groups measured.</p> <p>2. Trunk Group Service Report: Contains the service performance results of all final trunk groups (both BST administered trunk groups and CLEC administered trunk groups) between Point of Termination (POT) and BST tandems or end offices, by region, by CLEC, CLEC Aggregate, and BST aggregate.</p> <p>Specifically measures the total number of trunk groups, number of trunk groups measured, and the number of trunk groups which exceed the blocking threshold during their busy hours.</p> <p>3. Trunk Group Service Detail: Provides a detailed list of all final trunk groups between POTs and BST end offices or tandems (A-end and Z-end for BST Local trunks) including the actual blocking performance when blocking exceeds the measured blocking threshold. The blocking performance includes the observed blocking number for a particular Trunk Group Serial Number (TGSN).</p> <p>Blocking thresholds for all trunk groups are 3%, except BST CTTG, which is 2%.</p> <p>Measured Blocking = [(Total number of Blocked Calls)/(Total number of Attempted Calls)] X 100</p>

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> BST Trunk Group Aggregate CLEC Trunk Group Aggregate CLEC Trunk Group Specific State, Region and MSA²⁸ Level 	<ul style="list-style-type: none"> Trunk Groups for which valid traffic data measurement unavailable.
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> Report Month Total Trunk Groups Total Trunk Group for which data available Threshold exceptions Exceptions percent of the total State Region and MSA²⁹ Exception Trunk detail 	<ul style="list-style-type: none"> Report Month Total Trunk Groups Total Trunk Group for which data available Threshold exceptions Exceptions percent of the total State Region and MSA³⁰ Exception Trunk detail

²⁸ Ibid.

²⁹ Ibid.

³⁰ Ibid.

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TRUNK GROUP PERFORMANCE

1. Comparative Trunk Group Service Summary

CLEC 1		CLEC Aggregate		BST CTTG		BST Local	
# Trk Grps Blocked	Total Trk Grps Measured	# Trk Grps Blocked	Total Trk Grps Measured	# Trk Grps Blocked	Total Trk Grps Measured	# Trk Grps Blocked	Total Trk Grps Measured
X	X	X	X	X	X	X	X

2. Trunk Group Service Report:

CLEC 1											
BST Administered	Region										TOTAL
	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
CLEC Administered											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
TOTAL											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x

CLEC Aggregate											
BST Administered	Region										TOTAL
	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
CLEC Administered											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
TOTAL											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x

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TRUNK GROUP PERFORMANCE

BellSouth CTTG Trunk Group											
BST Administered	Region										
	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 2% observed blocking	x	x	x	x	x	x	x	x	x	x	x
Independent Administered											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 2% observed blocking	x	x	x	x	x	x	x	x	x	x	x
TOTAL											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 2% observed blocking	x	x	x	x	x	x	x	x	x	x	x

BellSouth Local Network											
BST Administered	Region										
	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x

3. Trunk Group Service Detail

CLEC

ORDERED	TGSN	BST SWITCH	CLEC POT	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
x	x	x	x	x	x	x	x	x	x	x

BST Common Transport Trunk Group

ORDERED	TGSN	TANDEM	END OFFICE	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
x	x	x	x	x	x	x	x	x	x	x

BST Local Network

ORDERED	TGSN	A-End	Z-End	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
x	x	x	x	x	x	x	x	x	x	x

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TRUNK GROUP PERFORMANCE

Trunking Definitions

Field Name	Description	Data Type
Switch	Identifier for the BellSouth end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
POT	Identifier for the CLEC Point of Termination(POT)of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
TANDEM	Identifier for the BellSouth Tandem end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
END OFFICE	Identifier for the BellSouth End Office of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
A-END	Identifier for the BellSouth Originating/Low Alpha end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
Z-END	Identifier for the BellSouth Terminating/High Alpha end of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
DESCRPT	Describes function/operation of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(15)
TGSN	Unique trunk group identifier. (Trunk Group Serial Number)	AlphaNum(8)
OBSVD BLKG	Blocking ratio determined from traffic data measurement.(Total number of calls blocked/Total number of calls attempted)	Numeric

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TRUNK GROUP PERFORMANCE

Trunking Definitions (Continued)

Field Name	Description	Data Type
TKS	Total number of trunks in service in a trunk group	Numeric
VAL DAYS	Total number of valid days of measurement	Numeric
NBR RPTS	Number of consecutive monthly reports for which the trunk group exceeded the measured blocking threshold	Numeric(2)
RMKS	Cause of blocking and/or release plan	AlphaNum

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Exhibit A

Collocation

Function:	Response Interval, Provisioning Interval and Timeliness for Providing Collocation Space to a CLEC in a BellSouth Central Office.
Measurement Overview:	Collocation is the placement of customer-owned equipment in BellSouth Central Offices for interconnecting to BellSouth's tariffed services and unbundled network elements. BellSouth offers both Virtual and Physical Collocation and will report its performance on these offerings separately. The milestones in the process for which measurements will be provided is: the average time to respond to a request after we have the complete application; the average time between receiving the bona fide firm order until the space is turned over to the CLEC; and the percentage of due dates on firm orders missed.
Measurement Methodology:	<p>1. Average Response Time = $\Sigma (\text{Request Response Date \& Time}) - (\text{Request Submission Date \& Time}) / \text{Count of Request submitted in Reporting Period}$.</p> <p>Definition: Measures the average time from the receipt of a complete and accurate Collocation Request (including receipt of Application Fees) to the date BellSouth responds in writing.</p> <p>Methodology: Manual</p> <p>2. Average Arrangement Time = $\Sigma (\text{Date \& Time Collocation Arrangement is Complete}) - (\text{Date \& Time Order for Collocation Arrangement submitted}) / \text{Total Numbers of Collocation Arrangements Completed during Reporting Period}$.</p> <p>Definition: Measures the Average Time from the receipt of complete and accurate Firm Order (including Fees) to date BellSouth completes the Collocation Arrangement [Called "BellSouth complete date". Assumes space and construction complete and network infrastructure complete.]</p> <p>Methodology: Manual</p> <p>3. % of Due Dates Missed = $(\text{Number of Orders not completed w/i ILEC committed Due Date during reporting period}) / (\text{Number of Orders scheduled for completion in reporting period}) \times 100$.</p> <p>Definition: Measures the percent of Collocation space request, including construction and network infrastructure, that are not complete on the due date.</p> <p>Methodology: Manual</p>


Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> State, Regional and MSA³¹ Level Virtual Physical 	<ul style="list-style-type: none"> Any order canceled by the CLEC. Time for BST to obtain any permits Collocation contract negotiations
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> Report Month CLEC Order Number Application Submission Date Firm Order Submission Time Space Acceptance Date 	<ul style="list-style-type: none"> Report Month Application Application Response Firm Order BST Completion Data

³¹ Ibid.

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CERTIFICATE OF SERVICE

I hereby certify that on this 23rd day of November 1998, I caused copies of MCI WorldCom's Opposition to BellSouth's Petition for Reconsideration and Clarification to be served on all parties listed on the attached service list.


Thomas D. Amrine

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